# WebTrac Frequently Asked Questions/Troubleshooting Process

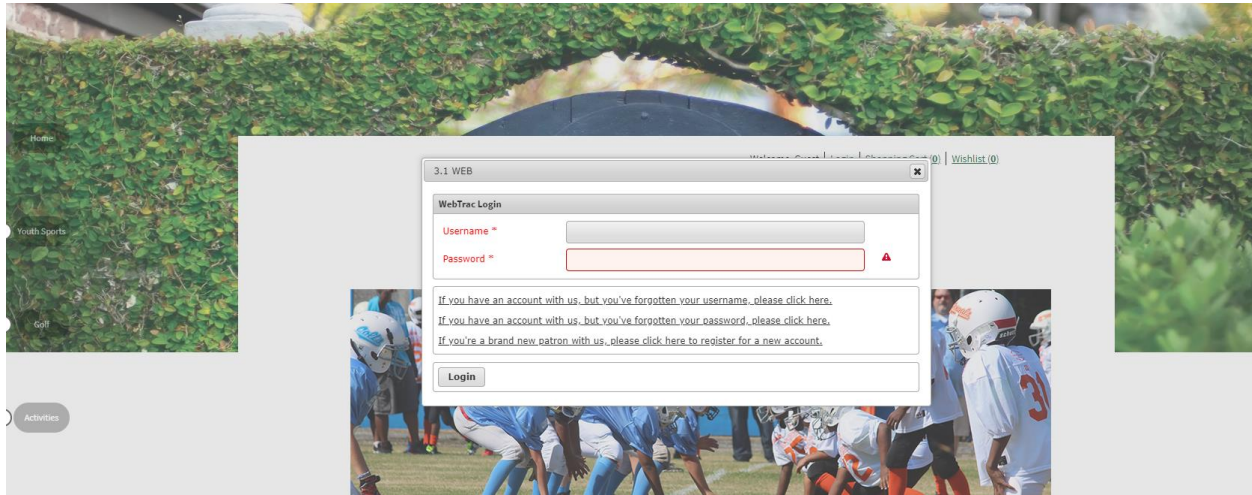Go to Charleston-sc.gov/recreation. There are 3 areas to access our online registration platform, WebTrac. Click one.
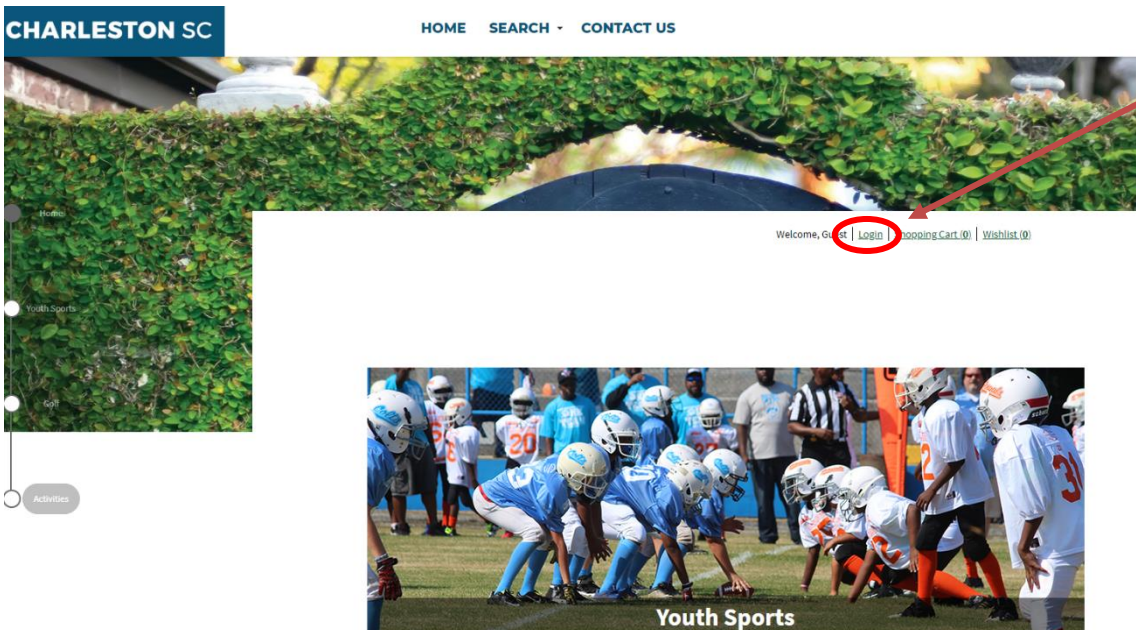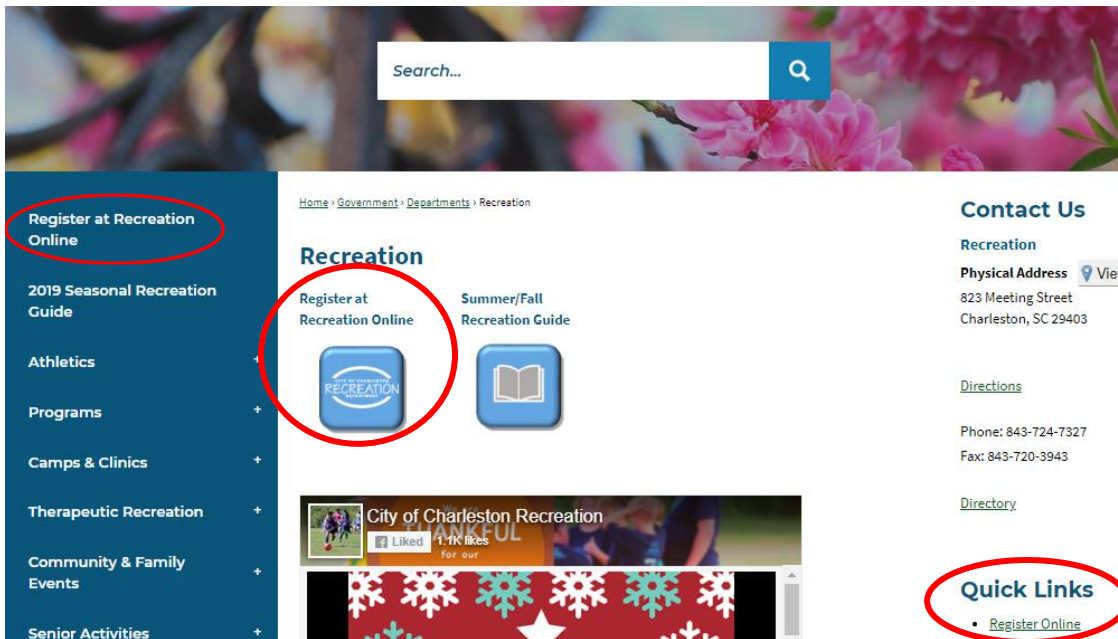
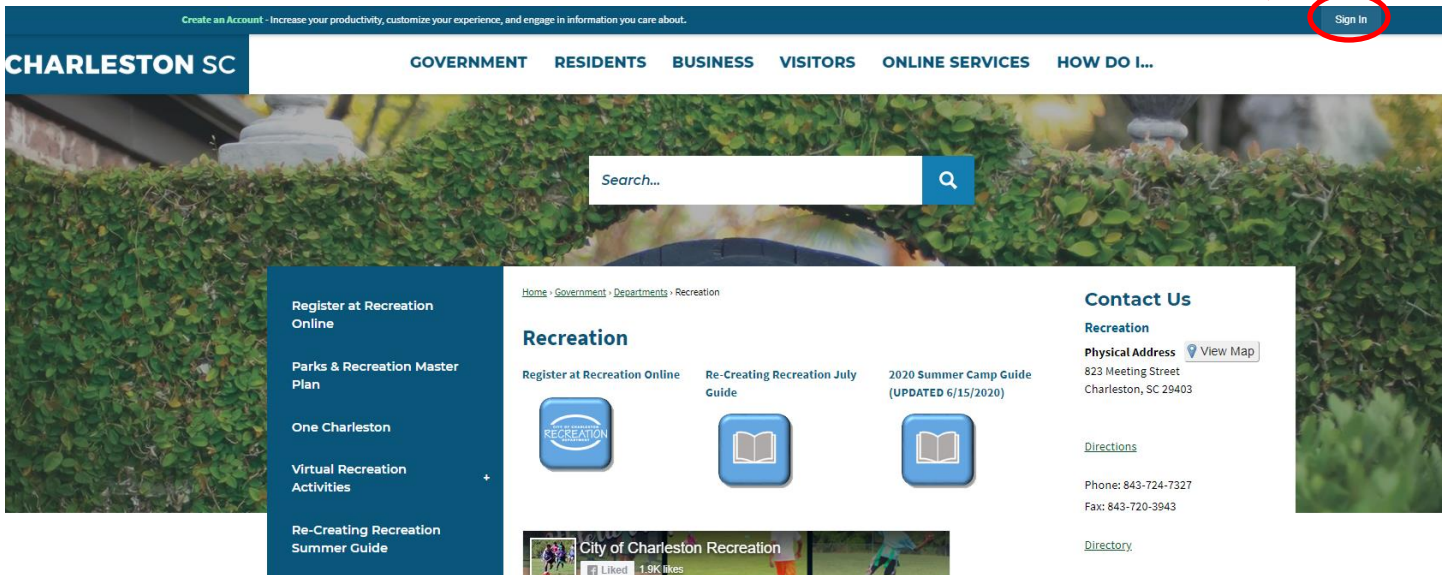

Click the Login link.

Once you click Login link, this screen will appear for you to enter your username and password.

**THIS IS NOT WHERE YOU LOG IN!**

This is **NOT** where you sign in for Recreation Online or WebTrac. This sign in button is for those with access to edit the website.

## Creating an Account

If you've never signed up for any sport, event, or program with the city before, you will need to create a new account.

*If you have gone into any city facility before and attempted to or successfully registered for a sport or program, you most likely have an account already. **PLEASE DON'T CREATE A SECOND ACCOUNT VIA RECREATION ONLINE (WEBTRAC)**. If you're not sure, please call (843) 724-7327 to verify if you already have an account or not.*
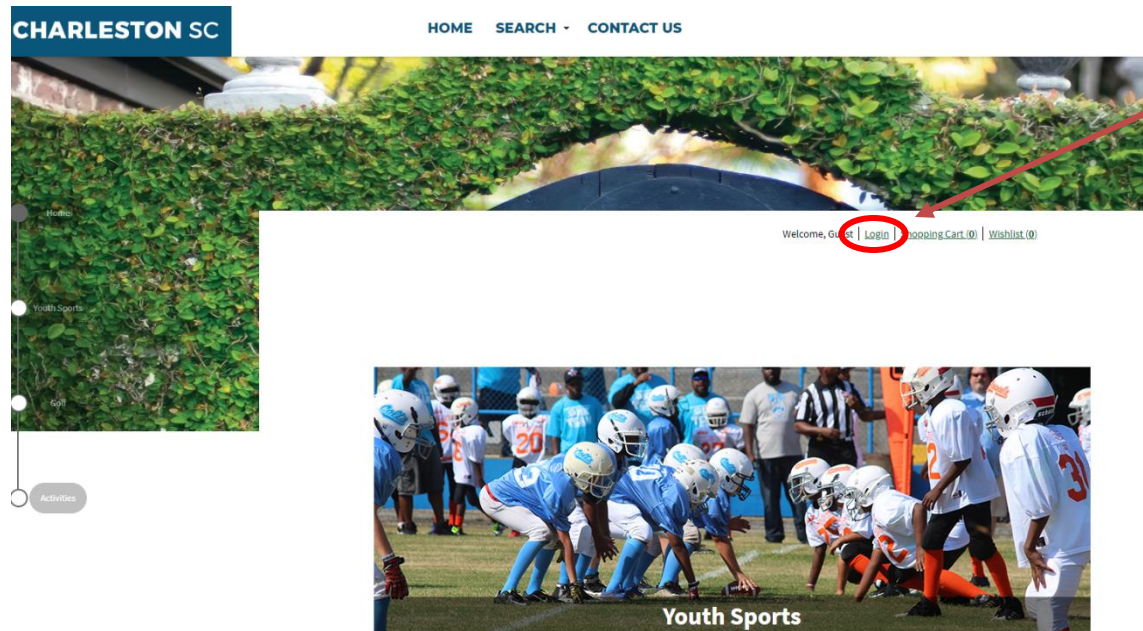


Click the Login link.
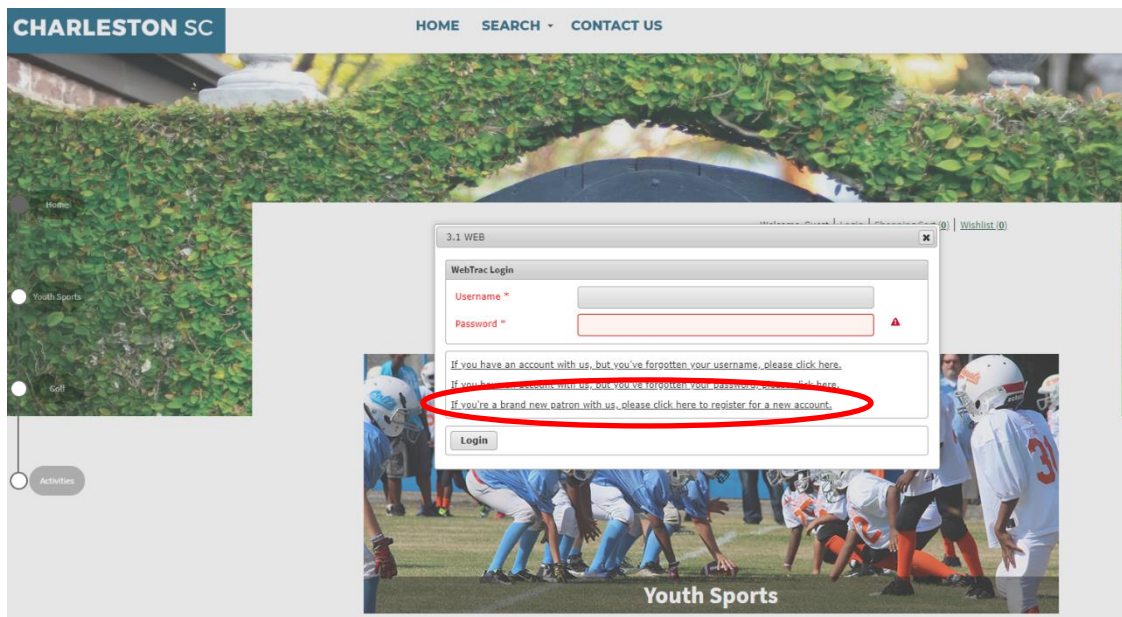


Click the third option – **"If you're a brand new patron with us, please click here to register for a new account."**

You will then be asked to fill out all the necessary household and contact information, including an emergency contact.



Please click "SAVE" at the bottom of the page when completed. Your account will be created. You can add and edit members later if need be.

*It may take 24-72 hours for your household to process and transactions to be made online. Please call 843-724-7327 if you have any registration questions.*
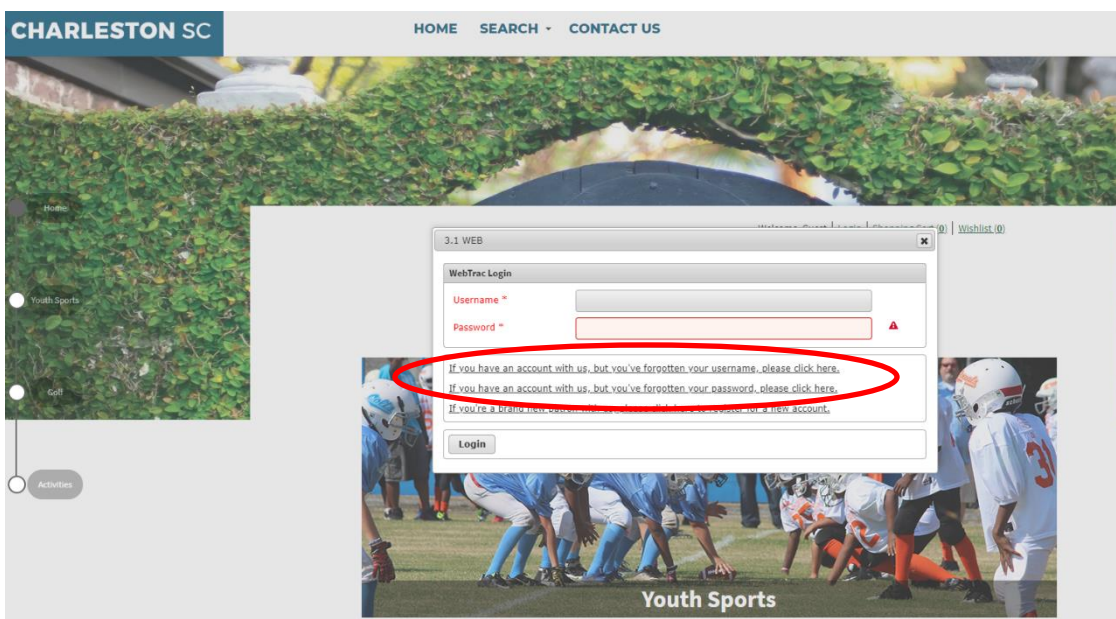
## Forgot Username/Password

If you forgot your username or password, there are a variety of routes to obtain that information.

1. Call (843) 724-7327, or your respective facility and they can send you a reset email.
2. On home page: "**Forget your password?** Click Here"
3. If you click Login, there are two options:
   a. If you have an account with us, but you`ve forgotten your username, please click here.
   b. If you have an account with us, but you`ve forgotten your password, please click here.
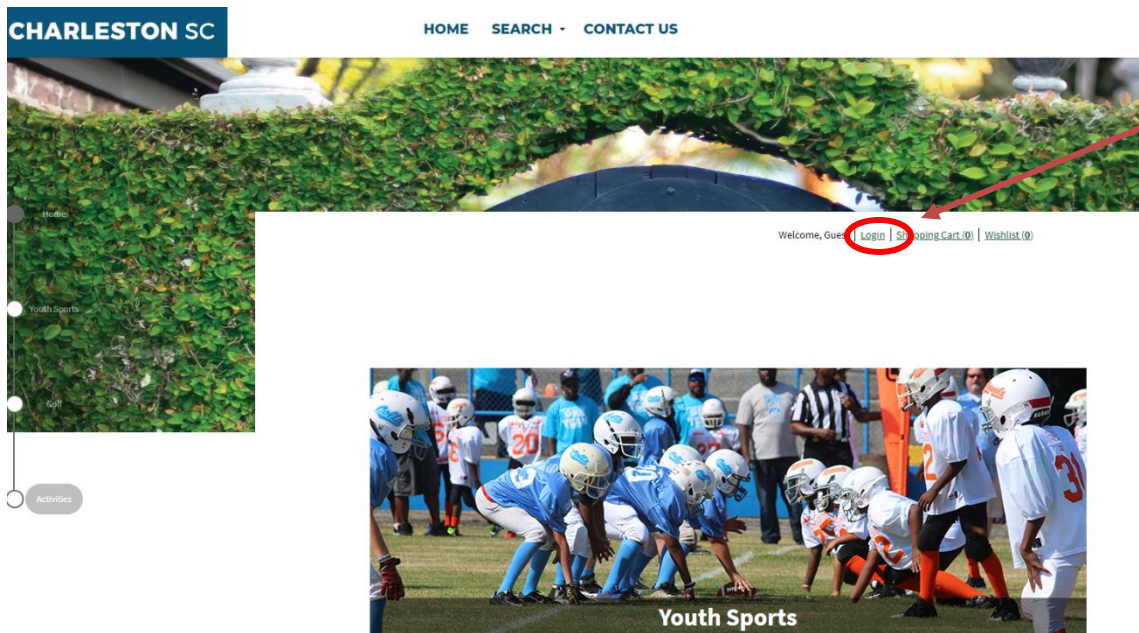


Click the Login link.



Click the option based on if you forgot your username or password – "**If you have an account with us, but you've forgotten your username/ password, please click here.**"

Whichever link you chose ("forgot username" or "forgot password"), you will prompted to this screen to put in your primary email address to receive an email with your username. If your email doesn't work or doesn't match our system, please call (843) 724-7327 or send us an email through the "Contact Us" button.



Once you click Submit, you'll receive a confirmation note, saying **"An email has been sent to the address entered. Please check your email for your login information."**

An email should appear in the inbox of the address you provided. You'll receive an email when you request your username/password online AND when you call a facility and request your information to be reset or resent to you.

This email is verification that you requested your username and password. Click the link to reset username or password.
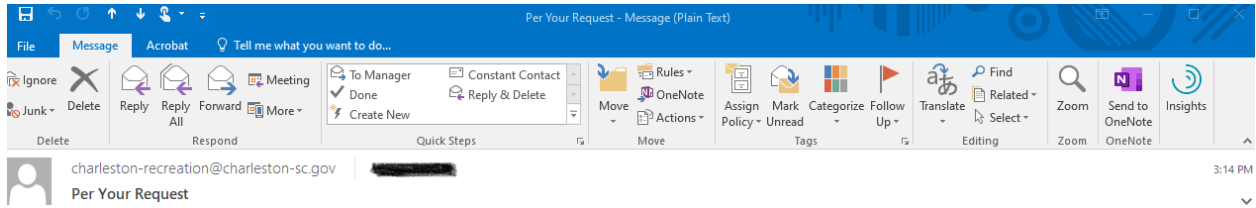


Once you click on the link, you'll be directed back to the web and you'll be asked to reset your password.

Once you hit submit and your passwords match, you'll receive confirmation of the change, **"Password reset successful."**
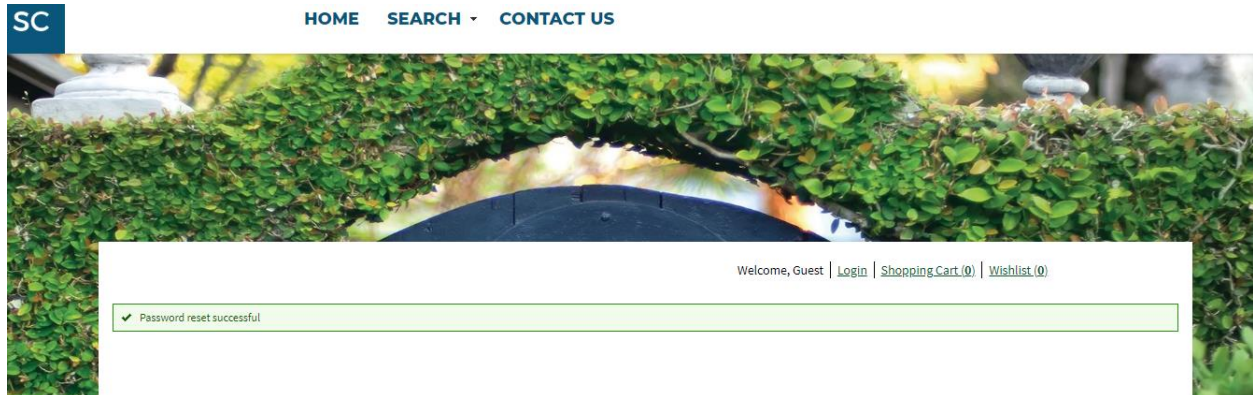


You should now be able to successfully log in with the username provided in your very first email and the password you just recreated.

# Editing Account Information

Once you log in with your provided username and password, you can choose to edit your username or password, edit account, pay old balances, add credit, reprint a receipt in the My Account tab.



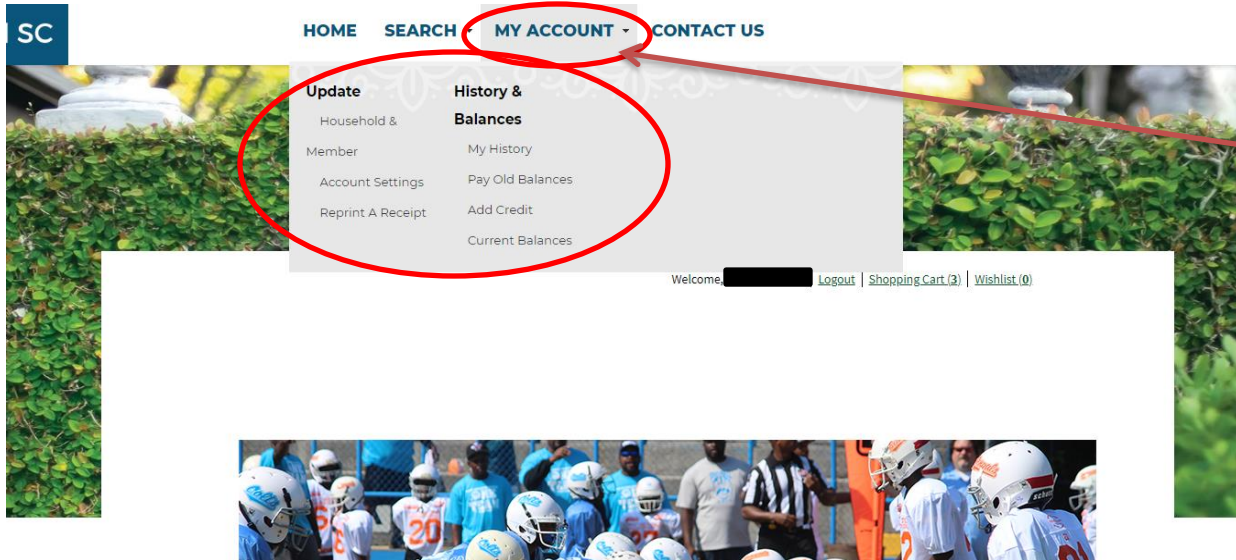Click here to edit your account information. A drop down menu will appear. Choose what you wish.

**Drop down menu options:**

**UPDATE**

- **Household & Member**: edit your home address, phone number, email, etc. Edit your family member information or add new member. Add new emergency contact. Click SAVE.
- **Account Settings**: change your email, login username or password. Click SUBMIT.
- **Reprint Receipt**: your receipt numbers as well as the date it was purchased will appear in a table. Click the printer button on the left side of the receipt you wish to print. All receipts are in .PDF format and require Adobe Reader. Your browser must allow pop-ups to view receipts correctly.

**HISTORY & BALANCES**

- **My History:** shows any permits or facility rentals you've had in the past year
- **Pay Old Balances:** shows any old balances that you need to pay
- **Add Credit:** choose your module (activity enrollments for youth sports, pass visits for fitness classes, etc.) to add credit on your account to be applied when you register in the future
- **Current Balances:** shows if you have credit on your account, shows if you have a balance due, and show if you have a scholarship balance. The other options (rewards and gift cards) are irrelevant.

### Activity Number

- Most accurate in finding the exact activity in your area
- Activity numbers can be found in our seasonal recreation guides, on flyers, on Facebook posts or on our website

### Age

- Select the age you want in the drop down scroll menu and then click "Search" and it will show all activities currently offered for that specific age. You can select more than one by holding down SHIFT and clicking multiple options.

### Type

- You are able to select the category of activity to participate in. Options range from sports to fitness to fine arts to education. You can select more than one by holding down SHIFT and clicking multiple options.

### Keyword Search

- Use this like Google. Type in basic words such as basketball, summer camp, tennis, fitness, etc. The simpler the search, the easier things can be found.

### Gender

- Select female or male if you need to make your search specific. If not, leave Any Gender selected.

### Location

- Select the location you wish to participate at. It will give you every activity, sport and program that is available at that exact location. There are multiple locations in each area available to select. You can select more than one by holding down SHIFT and clicking multiple options.

**\*\*_Search for only one thing at a time (i.e. activity number OR age OR location, etc.) Make sure when you select something in a drop down menu (Age, Type, Location, Gender) that all other menus have ALL Ages, ALL Types, ANY Gender, ALL Locations selected. If you have more than one selected, it may not be able find what you are looking for._**

Step 1: Go to www.charleston-sc.gov/recreation

Step 2: There are 3 areas to access our online registration platform, Webtrac.
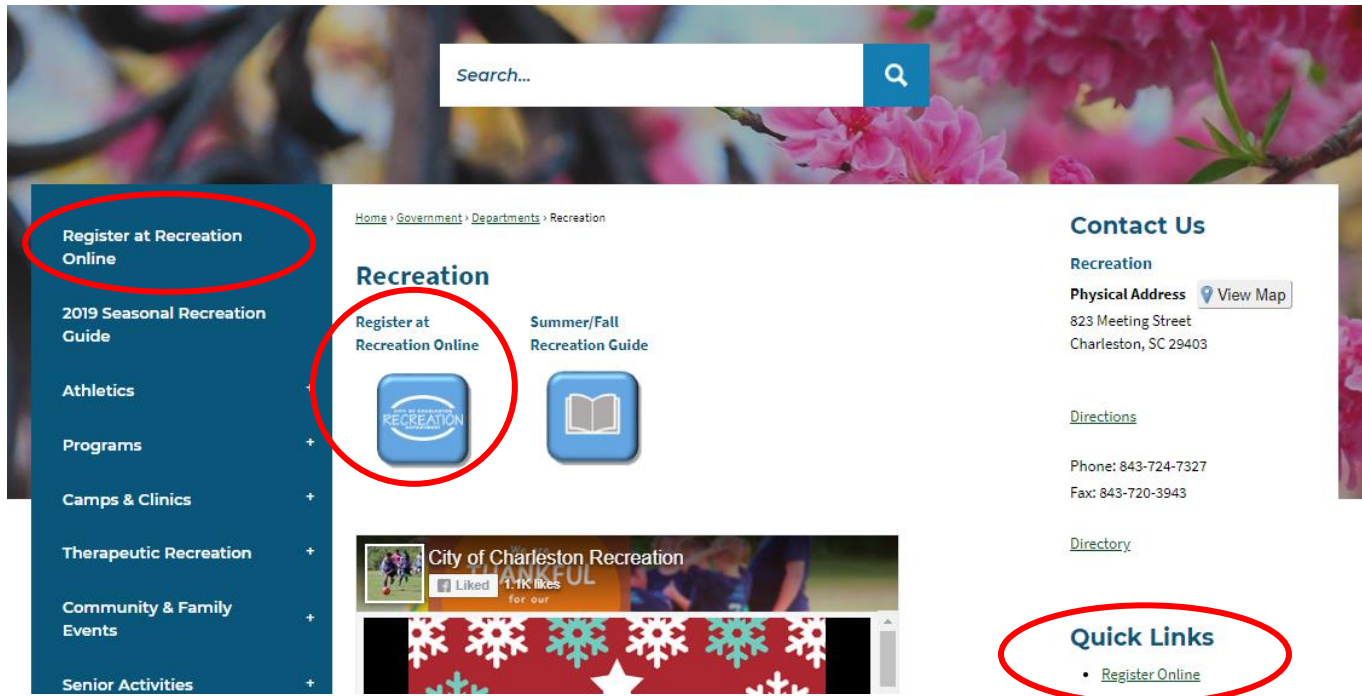
**Step 3:** Click "Login" and enter your username and password. If you have forgotten your username or password, click the first or second link and follow the Forgot Your Username or Password steps. If you don't have an account, please click the third link to create an account.
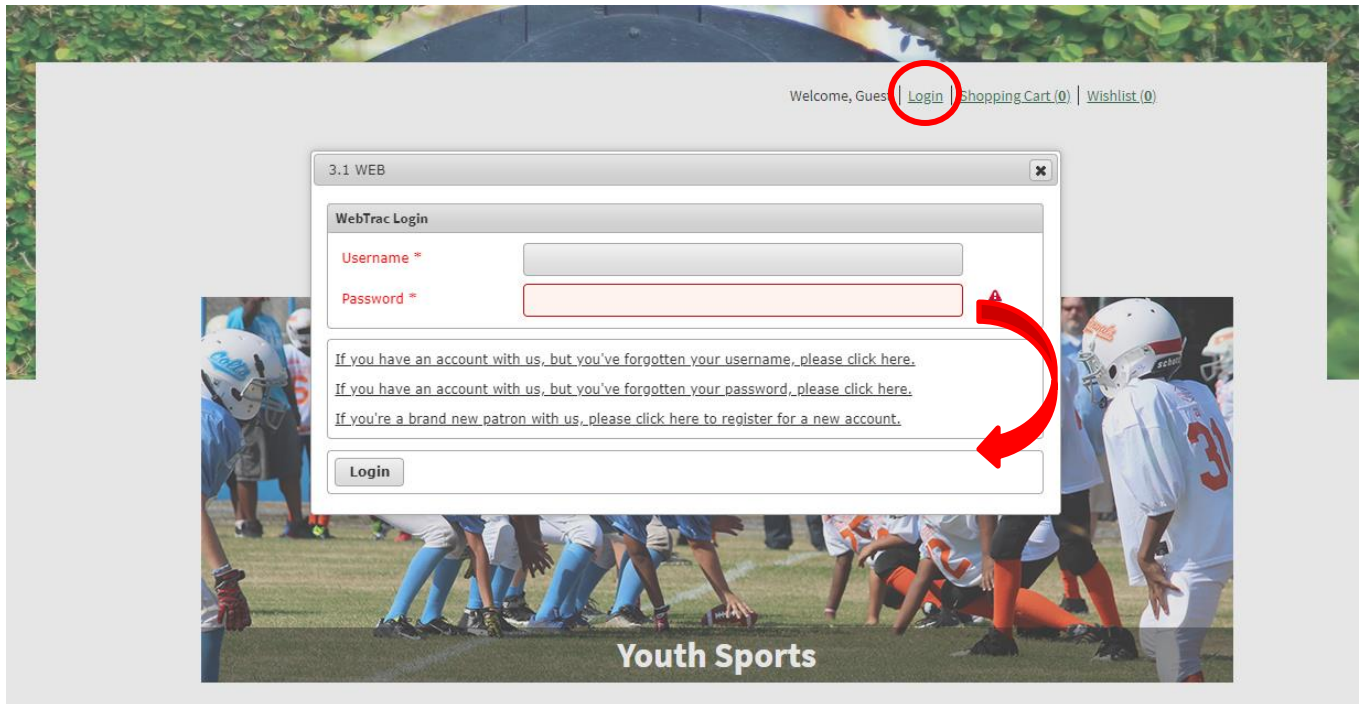


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**Step 4:** Click on the area that your activity falls under (Youth Sports, Adult Sports, All Activities, or Golf) to be redirected to more specific activities. You can click on the picture or click on the scroll along the left-hand side. Hover over each picture to get a description of the activities offered.
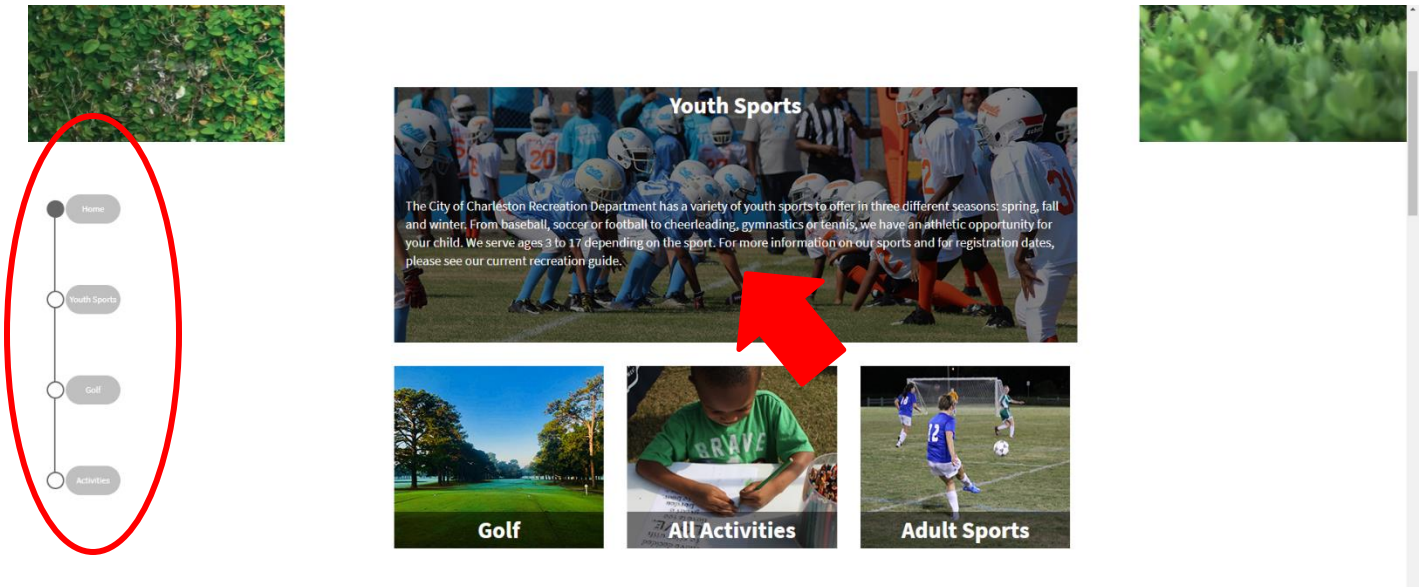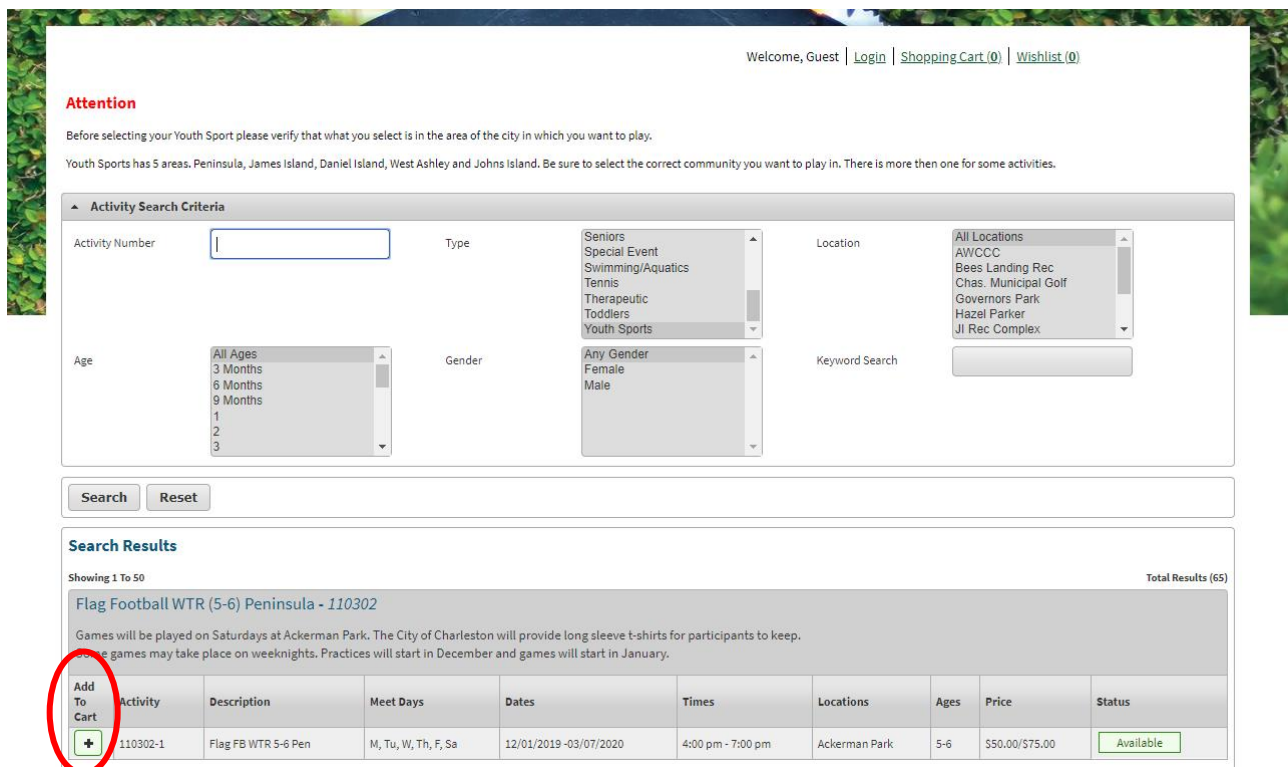


Once you click on your activity area, you will be redirected to a breakdown to help you find your activity more easily. Click on the picture that your activity falls under to be taken to the registration details page.
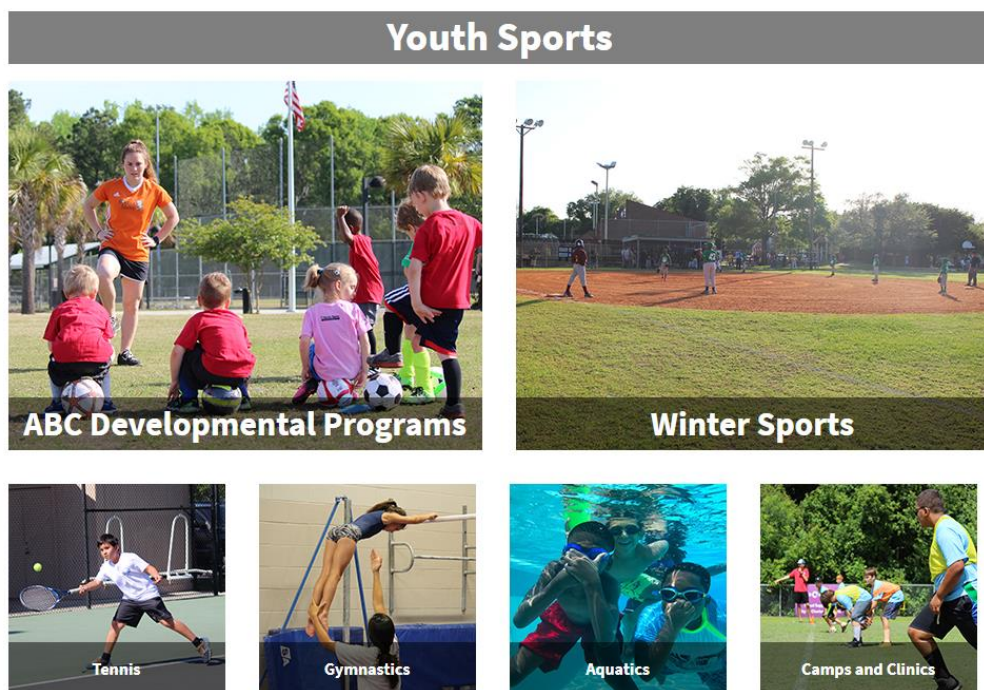
**Step 5:** Find the activity you would like to register for and click the green plus sign to "Add to Cart". You can search for an activity by typing in the "Activity Number", clicking on a "Type", selecting a "Location", or narrowing it down by "Age" or "Gender". You can also search by keywords. The most accurate search is by Activity Number. Activity numbers can be found in our seasonal recreation guide, on flyers, on Facebook posts, or on our website.

**\*\*If you are registering for youth sports, please verify that you have clicked on the correct area and age group for participation.**



If you see a green plus sign under "Add to Cart", it means that there are still spots available in that activity. The Status in the activity's last column will say "Available".

If you see a yellow plus sign under "Add to Cart", it means that there is only a waitlist available for that activity. You can click to be added to the waitlist, but will not be charged unless you are pulled off the waitlist. The Status in the activity's last column will say "Waitlist" in yellow.
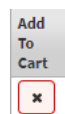
If you see a red X under "Add to Cart", it means that the activity is full and they are not accepting anymore registrants. Please call location of your activity for further questions. The Status in the activity's last column will say "Full" in red.

**Step 6:** Click "Add to Cart" in the green panel at the bottom of the screen. If you don't wish to select that activity, click "Clear Selection" to be take back to Activity Search screen.



**Step 7:** Select the activity that applies to the specific member in the household participating and click "Continue".

**Step 8:** Please read over the waiver, click "I agree with the above", and then click "Continue". *Waivers may be different based on activity and time of year so please be sure to read it all.*



**Step 9:** Review your cart to verify you have the correct activity. From this screen, you can view and pay for old balances or continue shopping if you need to add anything else. You can also apply a credit on your household toward your current purchase. If everything is ready, click "Proceed to Checkout".

**Step 10:** This is the final screen and last chance to make changes to your cart if necessary. View a Summary of Charges, including old balances. Select a Payment Method and follow the corresponding steps. Fill out your Billing Information, then click "Continue" to initiate the payment process and generate a confirmation receipt. Registration will not be processed until payment information is entered and you receive a receipt.
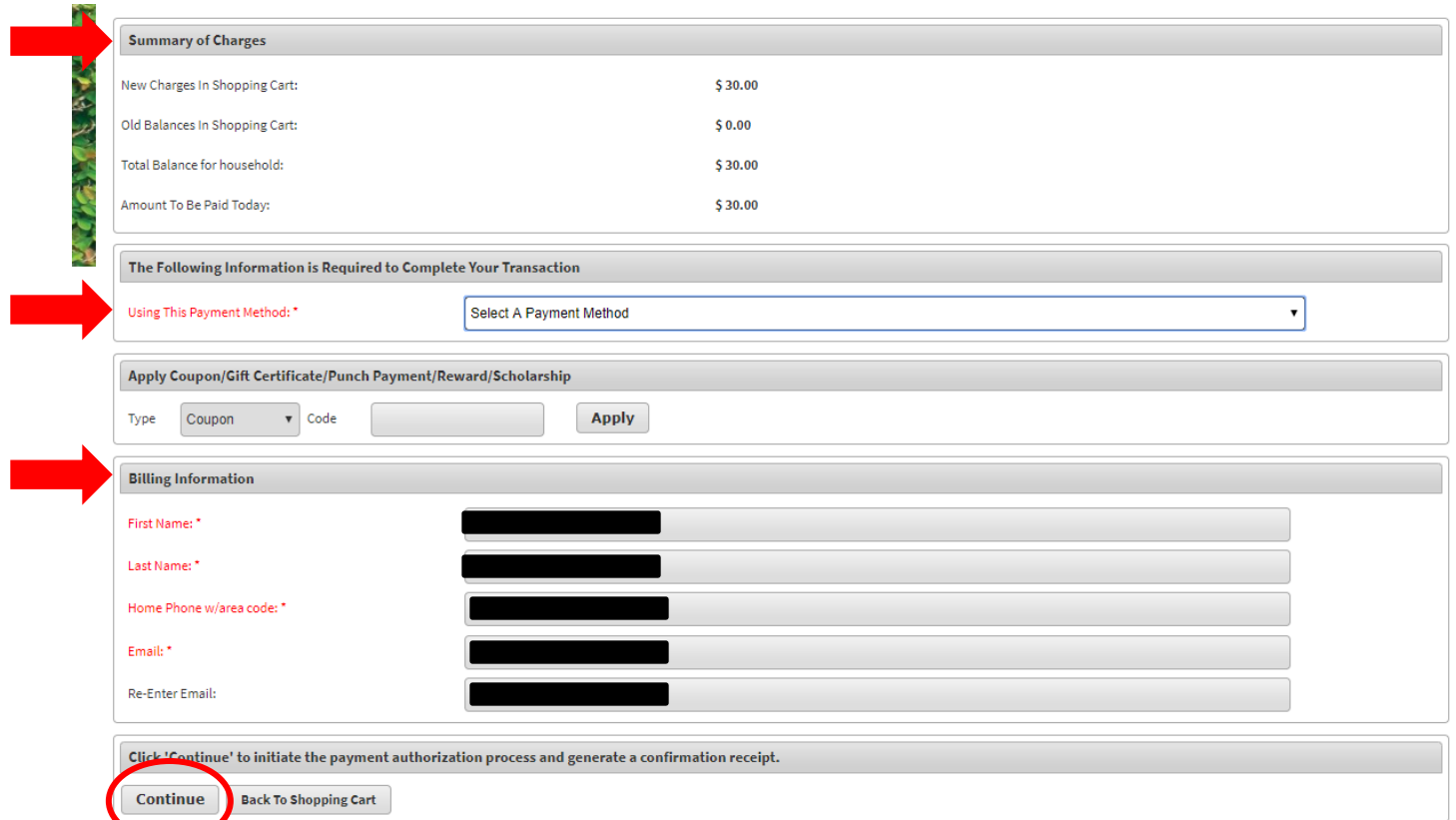
| Summary of Charges | |
|---|---|
| New Charges In Shopping Cart: | $ 30.00 |
| Old Balances In Shopping Cart: | $ 0.00 |
| Total Balance for household: | $ 30.00 |
| Amount To Be Paid Today: | $ 30.00 |

**The Following Information is Required to Complete Your Transaction**

Using This Payment Method: *          Select A Payment Method ▾

**Apply Coupon/Gift Certificate/Punch Payment/Reward/Scholarship**

Type    Coupon ▾    Code [                ]    **Apply**

**Billing Information**

First Name: *  ████████████

Last Name: *  ████████████

Home Phone w/area code: *  ████████████

Email: *  ████████████

Re-Enter Email:  ████████████

**Click 'Continue' to initiate the payment authorization process and generate a confirmation receipt.**

**Continue**    **Back To Shopping Cart**

# Recreation Online Abbreviations

### Location/Areas
- **PEN/PN:** Peninsula (downtown)
- **JI:** James Island
- **WA:** West Ashley
- **DI:** Daniel Island
- **PG:** Playgrounds (locations identified in activity description or title)

### Seasons
- **SPR/SPG:** Spring
- **WNT/WIN:** Winter
- **SUM:** Summer
- **FALL:** Fall

### Facilities
- **AWCCC/AWC:** Arthur W. Christopher Community Center (265 Fishburne Street – Downtown)
- **BLRC/BLR:** Bees Landing Recreation Center (1580 Ashley Gardens Blvd – West Ashley)
- **CTC:** Charleston Tennis Center (19 Farmfield Drive – West Ashley)
- **JIRC:** James Island Recreation Center (1088 Quail Drive – James Island)
- **HP:** Hazel Parker Playground (70 East Bay Street – Downtown)
- **MTC:** Maybank Tennis Center (1880 Houghton Drive – James Island)
- **SJD/SJDCC:** St. Julian Devine Community Center (1 Cooper Street – Downtown)

### Fields
- **ACK:** Ackerman Park (55 Sycamore Drive – West Ashley)
- **WAP:** West Ashley Park (3601 Mary Ader Ave – West Ashley)
- **GOV:** Governors Park (165 Fairbanks Dr – Daniel Island)

### Programs
- **ENV ED:** Environmental Education
  - **NAN:** Nuts About Nature Camp
- **GYM:** Gymnastics
- **JIST:** James Island Swim Team

### Adult Sports (AS)
- **BB:** Baseball
- **CSOFT:** Coed Softball
- **FFB:** Flag Football
- **MSOC:** Men's Soccer
- **MSOFT:** Men's Softball
- **SB:** Softball
- **SOC:** Soccer
- **WSOC:** Women's Soccer

### Middle School Sports (MS)

# Area Map

The red areas are the City of Charleston limits, classifying you as a city resident. Outside of that red area, you are considered a non-resident. Fees will vary depending residency/non-residency.